

Information Network of Kansas Board of Directors

Kansas Information Consortium General Manager's Report

Month ending November 30, 2011

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For the month ending November 2011

Executive Summary

Kansas.gov is staying very busy and productive as the month of November is wrapping up. Some of the high points for this month include:

~Successfully launched the Kansas State Board of Technical Professionals business license renewal service.

~The KanPay Counter (OTC) program continues to run smoothly as two new locations successfully launched this month. Most notably of the two being the Shawnee County Treasurers Office.

~In generating awareness of the Kansas Business Center, Kansas.gov participated in the GovFest and Rural Opportunities conferences. Very positive feedback was given by attendees on the Kansas Business Center at both of the events.

~In collaboration with Jim Hollingsworth, Kansas.gov kicked off the 2012 INK business planning cycle and discussions will continue through the end of the year.

Please contact me if you have any questions at 785.296.5275 or via email at <u>lisa.jones@www.kansas.gov</u>.

Respectfully submitted,

Lisa R. Jones

Lisa R. Jones, General Manager

New Service Requests & Contracts for Approval

Service Requests

No service requests during the month of November.

Contracts for Approval

Republic County Health Department (RPHD)

Republic County Health Department, KS requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit card and electronic checks at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Dickinson County Driver's License Office (KDCO)

Dickinson County Driver's License Office, KS requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit card and electronic checks at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service

Kansas State Board of Technical Professions (KSBTP)

Kansas State Board of Technical Professions requests online business license renewal and payment services which will allow customers to renew business licenses and pay for license renewal by credit card or electronic check. This is a fee service.

Portal Infrastructure

The project to migrate the Kansas portal infrastructure to NIC's Central Data Center (CDC) has been placed on hold to allow investigation into performance issues. Performance issues have stabilized, but solutions will be put into place before further migration commences. KIC has notified KDOR that the WebFile system will not migrate until after the 2011 tax season completes in the Spring of 2012. To date, 75 of the 115 portal services have been migrated to the CDC.

Applications Deployed

Agency	Project Name	Deployment Month
KSBHA	KSBHA License Renewal Redesign and Rewrite 2009	Oct-11
KSBTP	KSBTP Business License Renewal	Nov-11

Applications in Development

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Agency	Project Name	Scheduled Deploy Month	Schedule Variance Reason
COTA	Search Suite	Dec-11	Awaiting Partner Task Completion
KSBMA	KSBMA License Renewal	Dec-11	
KDOR	Tax Payment Portal	Dec-11	

Products Deployed

Project Name	Agency	Deployment (Month)
KanForm: Contestant License Application	KDOC	Jan-11
KanPay Counter: Emporia DL	KDOR	Jan-11
KanPay Counter: Hutchinson DL	KDOR	Jan-11
KanPay Counter: Pittsburg DL	KDOR	Jan-11
KanPay Counter: Salina DL	KDOR	Jan-11
KanPay Counter: Cloud County	CD	Jan-11
KanPay Counter: Cowley County	CL	Jan-11
KanPay Counter: Franklin County	FR	Jan-11
KanPay Counter: Gray County	GY	Jan-11
KanPay Counter: Lane County	LE	Jan-11
KanPay Counter: Stafford County	SF	Jan-11
KanPay Counter: Washington County	WS	Jan-11
KanPay Counter: McPherson DL	KDOR	Feb-11
KanPay Counter: Wyandotte County	WY	Feb-11
KanPay Counter: Rush County	RH	Feb-11
KanPay Counter: Rice County Treasurer	RC	Feb-11
KanPay Counter: Rice County Hunting & Licensing	RC	Feb-11
KanPay Counter: Douglas County	DG	Feb-11
KanPay Counter: Kansas Water Office	KWO	Feb-11
KanForm: Event Permit	KDOC	Feb-11
KanForm: Inspector Fees	KDOC	Feb-11
KanForm: NCRAAO Conf Online Pay Reg Form	KCAA	Feb-11
KanForm: NCRAAO Conf Mail-in Pay Reg Form	KCAA	Feb-11
KanSite: KSBDC Site Migration	KSBDC	Feb-11
KanForm: SW Agri-tourism Workshop	KDOC	Feb-11
KanForm: NW Agri-tourism Workshop	KDOC	Feb-11
KanForm: Officials Application	KDOC	Mar-11
KanForm: Physician Application	KDOC	Mar-11
KanForm: 2011WRAPS Conference Registration	KDHE	Mar-11
KanPay Counter: Wallace County Treasurer	WA	Mar-11
KanPay Counter: Wallace County Clerk	WA	Mar-11
KanPay Counter: Ottawa County	ОТ	Mar-11
KanPay Counter: Labette County	LB	Mar-11
KanPay Counter: Butler County EMS	BU	Mar-11
KanPay Counter: Butler County Land Fill	BU	Mar-11
KanPay Counter: Butler County Clerk	BU	Mar-11
KanPay Counter: Butler County Tax	BU	Mar-11
KanPay Counter: Harvey County Treasurer	HV	Mar-11

KanPay Counter: Kingman County Treasurer	KM	Mar-11
KanPay Counter: Morton County Treasurer	МТ	Mar-11
KanPay Counter: Cloud County Health Department	CD	Mar-11
KanPay Counter: Chase County	CS	Mar-11
KanForm: Promoter's License Application	KDOC	Apr-11
KanPay Counter: Butler County MVR	BU	Apr-11
KanPay Counter: Butler County Engineer	BU	Apr-11
KanPay Counter: Butler County Noxious Weed	BU	Apr-11
KanPay Counter: Stevens County Treasurer	SV	Apr-11
KanPay Counter: DMV (DC)	KDOR	Apr-11
KanPay Counter: Clay County Treasurer	CY	Apr-11
KanPay Counter: Dickinson County Health Dept	DK	Apr-11
KanPay Counter: Dickinson County Treasurer	DK	Apr-11
KanPay Counter: Dickinson Co Environ Services	DK	Apr-11
KanPay Counter: Dickinson Co Clerk/Fish & Game	DK	Apr-11
KanForm: Watershed Mgmt WRAPS Conf Reg	KDHE	Apr-11
KanPay Counter: Osage County Treasurer	OS	May-11
KanPay Counter: Logan County Treasurer	LY	May-11
KanPay Counter: Lincoln County Treasurer	LC	May-11
KanPay Counter: Clay County Treasurer	CY	May-11
KanForm: BEFS KS Environ Conf Comp Reg	KDHE	May-11
KanForm: BEFS KS Environ Conf Participant Reg	KDHE	May-11
KanForm: BEFS KS Environ Conf Vendor Reg	KDHE	May-11
KanForm: KDOC PRIDE	KDOC	May-11
KanSite: Council Grove Web Site	CG	Jun-11
KanPay Counter: Clark County Treasurer	CA	Jun-11
KanPay Counter: Jefferson County Treasurer	JF	Jun-11
KanPay Counter: Kearney County Treasurer	KE	Jun-11
KanPay Counter: Logan County Treasurer	LG	Jun-11
KanPay Counter: Meade County Treasurer	ME	Jun-11
KanForm: KS Wind Farm Construction & Logistics	KDOC	Jul-11
KanForm: KBOB License New and Renewals	KBOB	Jul-11
KanForm: KBOB Expired License Registration	KBOB	Jul-11
KanForm: MED Week 2011 Registrations	KDOC	Aug-11
KanForm: MED Week 2011 Sponsorships	KDOC	Aug-11
KanForm: Main Street Reg 2011	KDOC	Aug-11
KanForm: Main Street Reg 2011 – Early Bird	KDOC	Aug-11
KanPay Counter: Lyon County Treasurer	LY	Aug-11
KanSite: KBOB Web site	KBOB	Sep-11
KanPay Counter: Thomas County Health Dept.	TCHD	Sep-11
KanPay Counter: Allen County Treasurer	AL	Sep-11

KanPay Counter: Norton County Treasurer	NT	Sep-11
KanPay Counter: RWD #3 Jackson Co.	RWD3JA	Sep-11
KanPay Counter: Ellsworth County Treasurer	EW	Sep-11
KanPay Counter: Edwards County Treasurer	ED	Sep-11
KanPay Counter: Norton County Treasurer	NT	Oct-11
KanPay Counter: Phillips County Treasurer	PL	Oct-11
KanPay Counter: City of Ellsworth – City Hall	CYEL	Oct-11
KanPay Counter: City of Ellsworth – Municipal Crt	CYEL01	Oct-11
KanPay Counter: Hutchinson Public Library	HPL	Oct-11
KanPay Counter: Doniphan County Treasurer	DP	Oct-11
KanPay Counter: Graham County Treasurer	GH	Oct-11
KanPay Counter: Neosho County Treasurer	NO	Oct-11
KanForm: Rural Opportunities Conf Exhibitors	KDOC	Oct-11
KanForm: Rural Opportunities Conf Registrants	KDOC	Oct-11
KanPay Counter: Shawnee County Treasurer	SN	Nov-11
KanPay Counter: Phillips County Sheriff Dept.	PCSD	Nov-11

Products in Development

Project Name	Agency	Scheduled Finish (Month)
KanPay Counter: Finney County Treasurer	FI	Dec-11
KanPay Counter: Decatur County Treasurer	DC	Dec-11
KanPay Counter: Thomas County Treasurer	TH	Dec-11
KanPay Counter: Independence Drivers Lic Office	KDOR	Dec-11
KanPay Counter: Iola Drivers Lic Office	KDOR	Dec-11
KanForm: Taste of Kansas Order Form	KDOC	Dec-11
KanPay Counter: Chautauqua County Treasurer	CQ	Dec-11
KanPay Counter: Cheyenne County Treasurer	CN	Dec-11
KanPay Counter: Republic County Treasurer	RP	Dec-11
KanSite: OSBC Web Site	OSBC	Dec-11
KanPay Counter: Kiowa County Treasurer	KW	Dec-11
KanPay Counter: Linn County Treasurer	LN	Dec-11
KanPay Counter: Sumner County Treasurer	SU	Dec-11
KanSite: KSBMA Site Migration	KSBMA	Dec-11
KanPay Counter: Anderson County Treasurer	AN	Dec-11
KanPay Counter: Russell County Treasurer	RS	Dec-11
KanPay Counter: City of Stafford, KS	CYST	Dec-11
KanForm: KDHE BWM Registration	KDHE	Dec-11

Project Change Requests Deployed

Project Name	Agency	Deployment (Month)
Legislative Post Audit Search allow PDFs	LPA	Jan-11
BSRB License Renewals 2010 Updates	BSRB	Jan-11
Dissolutions 2010 Updates	KSSOS	Jan-11
UCC Filings 2010 Updates	KSSOS	Jan-11
UCC Searches 2010 Updates	KSSOS	Jan-11
KanView Add Bond Indebtedness 2011	KDOA	Feb-11
Res Agent/Office Amend Aug 2010 Rule Changes	KSSOS	Feb-11
KSBHA License Renewal Feb 2011 Mods	KSBHA	Feb-11
Corporate Annual Report 2010 Update	KSSOS	Mar-11
Business Entity Name Res Hide Portal Process Fee	KSSOS	Mar-11
Optometry License Portal March 2010 Mods	KSSBEO	Mar-11
Concealed Carry App 2010 Statutory Changes	KSAG	Apr-11
CPA License Renewal 2011 Updates	KSBOA	May-11
KSBHA License Renewal May 2011 Mods	KSBHA	May-11
Court Records Wyandotte Legacy 2009 Rewrite	OJA	May-11
Pharmacy Lic Ren Spring 2010 Update and Facelift	KBP	May-11
KSBTP Lic Ren On Demand Cert Card and Facelift	KSBTP	Jun-11
KSBHA License Renewals Aug 2011 Update	KSBHA	Aug-11
IFTA Renewals 2010 Add date/time Stamp	KDOR	Oct-11

Project Change Requests in Development

Agency	Project Name	Scheduled Deploy Month	Schedule Variance Reason
KDOR	IFTA Additional Decals Test Account Edit	Dec-11	
KDOR	IFTA Quarterly Filing 2011 Rewrite	Dec-11	High Priority Application Support Impact
KDOA	KanView Add Fiscal Update 2011	Dec-11	High Priority Partner Project Impact
KDOR	IFTA Additional Decals 2010 Modifications	Dec-11	
KDOR	Title Liens and Registrations (TLR) DMV Modernization	Dec-11	
KSBEMS	Attendant License Renewal 2011 Enhancements	Dec-11	
KDOR	WebFile Homestead Claim 2011 Tax Year Update	Dec-11	
KDOR	WebFile Income Tax Return 2011 Tax Year Update	Dec-11	
OJA	District Court Record Search 2012 Update	Dec-11	High Priority Application Support Impact

Support Statistics

~The below table summarizes the number of Live Chats, E-mails and Cases Reported from November 1 – November 21:

Month	Live Chats	E-mails	Cases Reported
Jan-11	140	502	182
Feb-11	365	907	161
Mar-11	197	991	145
Apr-11	310	1394	173
May-11	124	794	217
Jun-11	63	698	180
July-11	72	506	148
Aug-11	53	156	163
Sep-11	42	543	188
Oct-11	65	597	263
Nov-11	43	615	247

Site Promotions

 \sim November updates went live the 7th and 14th.

Page Performance

~The below table summarizes the top 5 visited pages on Kansas.gov from November 1 – November 21:

Page	Page Views	Time on Page
Government	31,431	96.86539
Services	16,127	83.64655
Search	8,382	178.2336
Business	6,788	78.39965
Subscribers	5,367	249.2318

Marketing

Agency	Service	Type	Description
KIC	KBC	Point of Purchase	Kansas Business Center Promotional Flyer
KIC	KS.gov (the entity)	Giveaway	Kansas.gov Sticky Pads
KIC	KBC	Conference	Rural Opportunities Conference
KIC	KBC	Training and Outreach	Rural Opportunities Conference - KBC Overview PPT
KIC	Products	Direct Mail	KAC County Comment Ad
KIC	KBC	Conference	GovFest
KDOR	WebFile	Point of Purchase	WebFile Poster
KIC	Products	Conference	Kansas Association of City/County Management (KACM)
KIC	Products	Conference	Kansas Association of Counties Annual Conference (KAC)
OJA	DCRS	Direct Mail	BAR Association Newsletter Ad
KBC	KBC	App Evaluation	Kansas Business Center Performance Overview - October